

## SENIOR TECHNICAL & CUSTOMER SUPPORT SPECIALIST

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Salt Lake City, UT, USA ✉ [donlivingston@gmail.com](mailto:donlivingston@gmail.com) ☎ 801-971-2482 🌐 [donaldlivingston.com](http://donaldlivingston.com)

Experienced Technical & Customer Support Professional with 12+ years in customer-facing roles, providing expert assistance for complex software, networking, and financial technology products. Known for translating technical concepts into clear solutions, delivering exceptional customer experiences, and efficiently resolving issues across diverse technical environments. Proven track record of maintaining high customer satisfaction while supporting enterprise-level applications, conducting quality assurance testing, and mentoring team members.

## CORE COMPETENCIES

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**Technical Support & Troubleshooting:** Advanced Technical Diagnostics, Software & Hardware Support, Remote Support & Screen Sharing, Issue Escalation & Resolution, Quality Assurance Testing, Bug Reporting & Tracking

**Customer Service Excellence:** Client Relations & Communication, Customer Satisfaction Focus, Technical Training & Education, Documentation Creation, Expectation Management, Multi-channel Support (Phone, Email, Chat)

**Technical Knowledge:** Operating Systems: Windows, macOS, Linux, Networking (TCP/IP, DNS), VPN Configuration, Web Technologies (HTML, CSS, JavaScript), Database Fundamentals (SQL, MySQL), Cloud Platforms (AWS, Firebase), API Integration Support, Print & Graphics Software (RIP, Prepress)

**Tools & Systems:** Ticketing Systems (Jira, Zendesk, ServiceNow), CRM Platforms (Salesforce, HubSpot), Version Control (Git, GitHub), Testing Tools, Bug Tracking, Knowledge Base Management

## EXPERIENCE

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### Software Support Specialist - Wasatch Computer Technology 📍 Salt Lake City, UT

- Provided tier 2/3 technical support for Wasatch SoftRIP software, supporting commercial print operations worldwide
- Conducted quality assurance testing for new print drivers and software releases, identifying critical bugs pre-launch
- Validated hardware compatibility across diverse printer models and configurations, ensuring seamless deployments
- Delivered in-house IT support, managing workstations, network issues, and software installations
- Collaborated with development team to reproduce complex technical issues and verify bug fixes

### Customer Support Representative - Convergys 📍 Murray, UT

- Provided phone support for AT&T broadband customers, troubleshooting internet connectivity and service issues
- Maintained high customer satisfaction scores while managing 40+ calls daily in fast-paced environment
- Resolved technical issues including modem configuration, network troubleshooting, and service provisioning
- Educated customers on self-service tools and best practices for optimal service performance
- Documented recurring issues and provided feedback to improve support processes and training materials

### Technical Support Technician - Onyx Graphics 📍 Midvale, UT

- Delivered technical support for Onyx PosterShop RIP software to commercial printing operations
- Troubleshoot complex workflow issues involving color management, print queue optimization, and file processing
- Assisted customers with software installation, configuration, and integration with various printer hardware
- Provided remote support sessions to diagnose and resolve production-critical issues under tight deadlines

### Product Support Technician - CDI Corporation 📍 Salt Lake City, UT

- Provided first-level phone support for Intel networking devices including network adapters and switches
  - Guided customers through installation, configuration, and troubleshooting procedures
  - Escalated complex technical issues to engineering teams with detailed diagnostic information
  - Maintained comprehensive call logs and contributed to knowledge base documentation
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### Online Banking Support Technician - Zions Bank 📍 *West Valley City, UT*

- Assisted customers with online banking access using MS Money, Quicken, and web-based platforms
  - Resolved account access issues, password resets, and connectivity problems with financial software
  - Processed account inquiries while maintaining strict confidentiality and compliance standards
  - Contributed to improved first-call resolution rates through proactive problem-solving
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### Customer Support Representative - American Express 📍 *Salt Lake City, UT*

- Provided merchant verification services for American Express Travelers Cheques
  - Handled customer inquiries regarding travelers cheque policies, procedures, and fraud prevention
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### Ritz Carlton Reservations Specialist - Marriott Reservations 📍 *Salt Lake City, UT*

- Assisted customers with hotel reservations and comprehensive vacation planning
  - Utilized reservation management systems to coordinate bookings across multiple properties
  - Provided product knowledge on hotel amenities, local attractions, and travel logistics
  - Resolved booking conflicts and customer concerns with professional diplomacy
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## EDUCATION

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### Neumont College of Computer Science

Bachelor of Science (BS), Computer Science

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## PORTFOLIO & LINKS

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Personal Website & Portfolio: <https://donalddlivingston.com>

Professional Intro Video: <https://youtube.com/shorts/mww4J0-oL8k>

LinkedIn Profile: <https://www.linkedin.com/in/donalddlivingston>

GitHub Profile: <https://github.com/dlivingston>

UtahJS Conf Presentation - *K.I.S.S.ing Webpack*: <https://www.youtube.com/watch?v=iOZvkuTki2s>